

**September 7, 2021 Health Commission: Performance Information for Contracts Report Monitored by the Business Office of Contract Compliance (BOCC)**

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments
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DPH-PHD	Heluna Health (ELC Enhanced Detection -- COVID)								New FY20-21 COVID Contract; Not monitored by BOCC.
PHD / CHEP	Harm Reduction Coalition								
	HRC DOPE Project - Naloxone Bulk Purchase and Distribution	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. Deliverable units of service exceeded. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey not conducted. Program commended for being instrumental in reversing 3,043 drug overdoses during the reporting period.
	HRC Harm Reduction Training Institute (HRTI)	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. Deliverable units of service met. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey revealed positive feedback on workshops in the online format.
PHD / CHEP	San Francisco AIDS Foundation								
	SFAF African American HIV Prevention Initiative	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. Deliverable units of service exceeded. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey revealed overall satisfaction among clients with the services.
	SFAF HERR to Address Drivers (Stonewall Project)	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. Deliverable units of service exceeded. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey revealed 93% of clients were satisfied with services and felt the services helped them reach their goals related to their substance abuse. Program recommended to prepare a more complete analysis of the survey tool for the next
	SFAF HIV/HCV Opt- In Outreach & Linkage to Care	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives partially met. Deliverable units of service 92% achieved. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey revealed 98% of clients were satisfied with the services received. Program recommended to prepare a more complete analysis of the survey tool for the next

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	SFAF HIV Informed HCV Screening & Linkage to Care	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. Deliverable units of service partially achieved due to COVID-19 impact and there were days program could not deliver services due to lack of medical staff to provide them (COVID DSW deployment). Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey was implemented during the contract period but a summary for client satisfaction was not submitted for the HIV Informed HCS Screening & Linkage to Care contract. Program recommended to prepare a more complete analysis of the survey tool for the next monitoring cycle.
	SFAF HIV PrEP Navigation Services	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. 94% of deliverable units of service delivered. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey resulted in 97% of clients served responding that services were easy to access and that they would recommend the services to friends.
	SFAF HIV Syringe Access and Disposal Services	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. Deliverable units of service exceeded. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey resulted in 92% of clients indicating they were satisfied with the services received.
	SFAF HIV Testing in a Substance Use Treatment Setting	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Two of four program objectives met. 94% of deliverable units of service delivered. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey resulted in 70% of clients served responding that services were "excellent" and 23% rating the service as "very good."
	SFAF MSM Drivers	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. 170% of deliverable units of service delivered. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey resulted in 55% of clients served responding that services were "excellent" and 71% feeling the services helped them reach their substance use goals.



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	Glide Foundation HCV Linkage to Care & Harm Reduction Programs	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives not achieved. 74% of contracted units of service delivered. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction not conducted and program instructed to perform a client satisfaction survey process of some kind.
<b>DPH/BHS</b>	<b>Crestwood Behavioral Health</b>								Not monitored by BOCC
<b>DPH-PHD</b>	<b>Heluna Health COVID-19 Vaccination Services</b>								COVID Services; Not monitored by BOCC.
<b>DPH-PHD</b>	<b>Baker Ferguson</b>								
	Baker Places Ferguson Place	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. Deliverable units of service exceeded. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey resulted in 100% overall satisfaction.
<b>PHD/Food Security</b>	<b>San Francisco Public Health Foundation</b>								Performance not monitored by BOCC. Vendor prepares and submits a mid-year and final report on the deliverables of the subcontractors.